

ABSTRACT
QUALITY ASSESSMENT TOOL

This invention relates to a non-intrusive speech quality assessment system. The invention provides a method and apparatus for storing a sequence of intercepted packets associated with a call, each packet containing speech data, and an indication of a transmission time of said packet; storing with each intercepted packet an indication of an intercept time of said packet; extracting a set of parameters from said sequence of packets; and generating an estimated mean opinion score in dependence upon said set of parameters; wherein the extracting step comprises the sub steps of: generating a jitter parameter for each of a sequence of stored packets in dependence upon the difference between the transmission time of a stored packet and the transmission time of a preceding stored packet of the sequence; and the difference between the intercept time of said stored packet and the intercept time of said preceding packet; and generating a consecutive positive jitter parameter for said stored packet in dependence upon the polarity of said jitter parameter for said stored packet and the polarity of said jitter parameter for any preceding stored packets.

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Figure 4.